



IDAHO DEPARTMENT OF
HEALTH & WELFARE

JAMES E. RISCH – Governor
RICHARD M. ARMSTRONG – Director

DEBBY RANSOM, R.N., R.H.I.T – Chief
BUREAU OF FACILITY STANDARDS
3232 Elder Street
P.O. Box 83720
Boise, Idaho 83720-0036
PHONE: (208) 334-6626
FAX: (208) 364-1888
E-mail: fsb@idhw.state.id.us

December 22, 2006

Rebecca Skala, Administrator
Hayden View Cottage, LLC
PO Box 338
Athol, ID 83801

Dear Ms.. Skala:

On December 6, 2006, a complaint investigation survey was conducted at Hayden View Cottage, LLC. The survey was conducted by Polly Watt-Geier, LSW and Karen McDannel, RN. This report outlines the findings of our investigation.

Complaint # ID00001977

Allegation #1: The administrator's husband became verbally abusive when a resident disliked the food being served.

Findings: Unsubstantiated. Although it may have occurred, it could not be determined during the complaint investigation. Five random residents were interviewed, they each had no complaints of being verbally abused by the administrator's husband or staff and they each stated they were always given alternate meals when they did not like the food being served at a meal.

Allegation #2: A resident had unexplained bruising on her lower wrist.

Findings: Unsubstantiated. Although it may have occurred, it could not be determined during the complaint investigation. Review of the identified resident's closed record which included physician's notes, did not contain documented evidence of a bruise on the resident's lower wrist. The administrator, staff, and 5 random residents were interviewed on 12/06/06 and stated they had not been aware the resident had a bruise on her lower wrist while she lived at the facility.

Allegation #3: The facility's kitchen had two locked doors at the entrance and they were locked at night.

Rebecca Skala, Administrator

December 22, 2006

Page 2 of 2

- Findings: Substantiated. However, the facility was not cited as they acted appropriately by providing snacks and fluids at all times to residents throughout the night. Five random residents stated the had snacks and fluids available and did not feel like their rights were being violated by the kitchen doors being locked in the evenings.
- Allegation: The facility was invading the residents privacy by using cameras in common areas, resident rooms, and resident bathrooms.
- Findings #4: Unsubstantiated. Although it may have occurred, it could not be determined during the complaint investigation. The facility was observed to have cameras in common areas of the facility on 12/6/06. The resident rooms and bathrooms were not observed to contain cameras and did not invade their right to privacy of their own space. During interviews with 5 random residents, each stated there were cameras in the common areas, but not in their rooms or in their bathrooms.

As no deficiencies were cited as a result of our investigation, no response is necessary to this report. Thank you to you and your staff for the courtesies extended to us on our visit.

Sincerely,



KAREN MCDANNEL, RN
Team Leader
Health Facility Surveyor
Residential Community Care Program

KM/slc

c: Jamie Simpson, MBA, QMRP, Supervisor, Residential Community Care Program